



MTF Action Plan Report

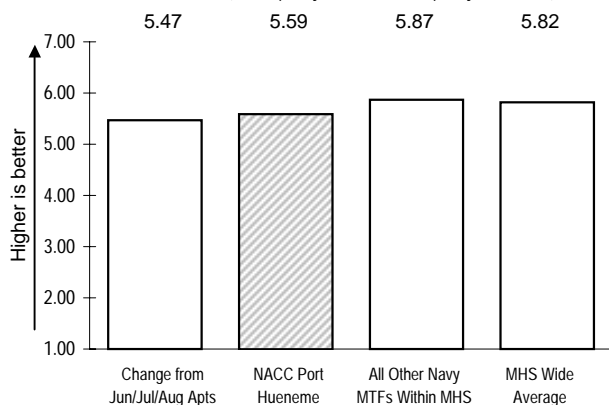
NACC Port Hueneme-Port Hueneme

Patient Satisfaction Report: September/October/November 2001 Appt. Data

Total Mailed = 378 Returns As Of Cutoff = 78 Non-deliverables = 21 Response Rate = 21.8%

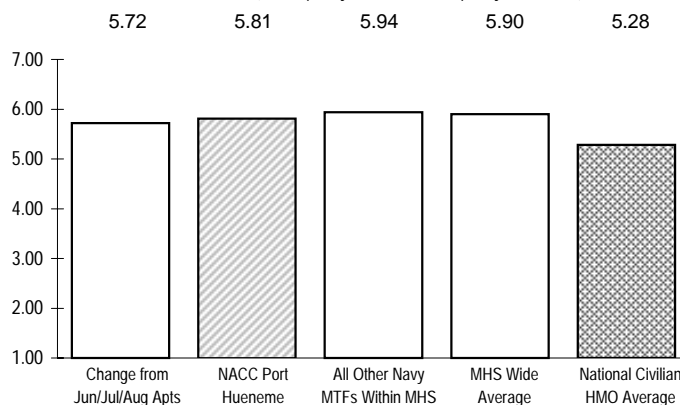
Overall Satisfaction with Clinics (Q12)

Mean Score (7=Completely Satisfied, 1=Completely Dissatisfied)



Overall Satisfaction with Medical Care (Q5)

Mean Score (7=Completely Satisfied, 1=Completely Dissatisfied)



Not Significantly Different From NACC Port Hueneme

Significantly Different From NACC Port Hueneme

Comparison To:

Change from Jun/Jul/Aug Apts	* Highest Correlation with Clinic Satisfaction (Q12)	** Highest Correlation with Medical Care Satisfaction (Q5)	Mean Score	All Other Navy MTFs Within MHS	MHS Wide Average	National Civilian HMO Average
<input type="checkbox"/>	Access Average		3.39	3.65 <input type="checkbox"/>	3.59 <input type="checkbox"/>	3.47 <input type="checkbox"/>
<input type="checkbox"/>	* Referral for specialty care (Q10c)		3.34	3.73 <input checked="" type="checkbox"/>	3.67 <input type="checkbox"/>	3.59 <input type="checkbox"/>
<input type="checkbox"/>	* Access to medical care (Q10b)		3.47	3.79 <input checked="" type="checkbox"/>	3.72 <input type="checkbox"/>	3.63 <input type="checkbox"/>
<input type="checkbox"/>	* Office wait time (Q9)		3.17	3.52 <input checked="" type="checkbox"/>	3.47 <input checked="" type="checkbox"/>	3.19 <input type="checkbox"/>
<input type="checkbox"/>	Time to return your call (Q11)		3.14	3.47 <input type="checkbox"/>	3.39 <input type="checkbox"/>	3.30 <input type="checkbox"/>
<input type="checkbox"/>	Ease of making phone appointment (Q10a)		3.78	3.73 <input type="checkbox"/>	3.69 <input type="checkbox"/>	3.76 <input type="checkbox"/>
<input type="checkbox"/>	Appointment wait time (Q7)		3.34	3.68 <input checked="" type="checkbox"/>	3.65 <input checked="" type="checkbox"/>	3.46 <input type="checkbox"/>
<input type="checkbox"/>	Quality Average		3.96	4.09 <input type="checkbox"/>	4.04 <input type="checkbox"/>	3.75 <input type="checkbox"/>
<input type="checkbox"/>	** Overall quality of care received (Q3j)		3.97	4.14 <input type="checkbox"/>	4.10 <input type="checkbox"/>	3.80 <input type="checkbox"/>
<input type="checkbox"/>	** How well the care met your needs (Q3i)		3.96	4.03 <input type="checkbox"/>	3.97 <input type="checkbox"/>	3.69 <input checked="" type="checkbox"/>
<input type="checkbox"/>	** Thoroughness of treatment (Q3c)		4.00	4.16 <input type="checkbox"/>	4.11 <input type="checkbox"/>	3.82 <input type="checkbox"/>
<input type="checkbox"/>	How much you were helped (Q3h)		3.93	3.98 <input type="checkbox"/>	3.93 <input type="checkbox"/>	3.65 <input checked="" type="checkbox"/>
<input type="checkbox"/>	Explanations of procedures and tests (Q3d)		3.92	4.15 <input type="checkbox"/>	4.09 <input type="checkbox"/>	3.80 <input type="checkbox"/>
<input type="checkbox"/>	Interpersonal Relationship Average		3.92	4.08 <input type="checkbox"/>	4.04 <input type="checkbox"/>	3.73 <input type="checkbox"/>
<input type="checkbox"/>	** Personal interest in you (Q3e)		3.83	4.13 <input checked="" type="checkbox"/>	4.07 <input type="checkbox"/>	3.79 <input type="checkbox"/>
<input type="checkbox"/>	** Attention given to what you had to say (Q3b)		4.04	4.16 <input type="checkbox"/>	4.12 <input type="checkbox"/>	3.85 <input type="checkbox"/>
<input type="checkbox"/>	** Amount of time with Dr. and staff (Q3g)		3.88	3.97 <input type="checkbox"/>	3.92 <input type="checkbox"/>	3.55 <input checked="" type="checkbox"/>
<input type="checkbox"/>	Advice on ways to avoid illness/stay healthy (Q3f)		3.80	3.97 <input type="checkbox"/>	3.94 <input type="checkbox"/>	3.59 <input type="checkbox"/>
<input type="checkbox"/>	Friendliness and courtesy of staff (Q3a)		4.04	4.19 <input type="checkbox"/>	4.13 <input type="checkbox"/>	3.87 <input type="checkbox"/>

Your rating is:



Lower



Same



Higher